

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**

**FORMAL COMPLAINT**

Illinois Commerce Commission  
527 East Capitol Avenue

Springfield, Illinois 62701

**ORIGINAL**

ILLINOIS  
COMMERCE COMMISSION

FEB 19 9 45 AM '02

CHIEF CLERK'S OFFICE  
For Commission Use Only:

Case 02-0152

Regarding a complaint

by Gene L. Evinger  
(Person making the complaint)

against Ameritech & AT&T  
(Utility name)

as to Excessive charges  
(Reason for complaint)

in Springfield, IL Illinois.

**TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:**

My mailing address is 2512 Charlack Avenue, Springfield, IL 62704

The service address that I am complaining about is 2512 Charlack Avenue, Springfield, IL 62704

My home telephone number is [ 217 ] 793-3386

Between 8:30 a.m. and 5:00 p.m. weekdays I can be reached at [ 217 ] 793-3386

Ameritech & AT&T (respondent) is a public utility and is subject to the provisions of  
(Full name of utility company)  
the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs which you think are involved with your complaint.

83 IL. ADM. Part 735

Have you contacted the Consumer Affairs Division of the Illinois Commerce Commission about X Yes      No  
this complaint?

Has your complaint filed with that office been closed?      Yes X No

Please state your complaint briefly. Number each of the paragraphs. Please include any specific time period and dollar amounts involved with your complaint. Use an extra sheet of paper, if needed.

Attached is our comments on another sheet of paper.

Please clearly state what you want the Commission to do in this case.

Without our knowledge or consent that we had been switched to AT&T we feel we are not responsible for the AT&T portion of the bill we received and should not have to pay this excessive amount.

Date: February 12, 2002

(Month, day, and year)

Complainant's signature

If you will be represented by an attorney, please give the attorney's name, address, and telephone number.

You need to file the original and three copies of this form with the Commission and also provide the Commission one copy for each utility complained about (referred to as respondents).

#### VERIFICATION

A notary public must watch you fill out this part of the form.

I, Rebecca S. Flynn, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

Rebecca S. Flynn

(Signature)

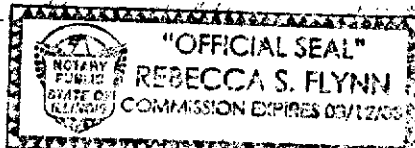
Subscribed and sworn/affirmed to before me this 13 day of February, 2002.

Sanyamon

Notary Public, Illinois

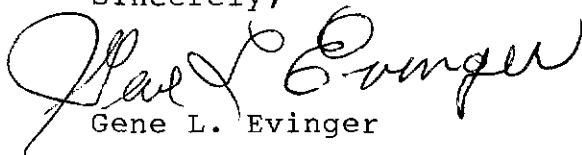
#### NOTE:

Failure to answer all of the questions on this form may result in this form being returned to you without processing. If you have questions, please call the counselor in the Consumer Affairs Division that handled your informal complaint.



1. Ameritech installed line #3 in our home thru CityScape Communications who is our local provider for our DSL line. DSL line hooked up 6-7-01 by Ameritech. After talking with CityScape they told us that faxing over the DSL line would be faster and save us money. They installed a filter for the phone line and hooked up the computer. We started faxing on 6-19-01. Our first billing was \$11,816.53, received billing on 7-25-01. Our second billing was \$7180.36, received it on 8-25-01.. Upon receiving AT&T's billing on 7-25-01 we switched to our long distance provider GCI Globalcom USA which coincided with the 8-01 time frame.
2. Our previous total yearly phone bills have amounted to approximately \$12,000.00 for the year 1999 and \$9,000.00 for the year 2000 and will be no higher with our designated carrier in the year 2001.
3. We have had 2 lines with Ameritech for several years with GCI Globalcom as our designated long distance carrier. No one contacted from Ameritech or CityScape Communications that there would be a need to designate any long distance carrier for this line.
4. At no time Ameritech or AT&T notify us that AT&T was our carrier or that we needed to designate a long distance carrier.
5. Our only contact with Ameritech told us they forwarded the faxes and AT&T grabbed them.

Sincerely,

  
Gene L. Evinger